

C: DEC

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**Easterling, Deborah**

**From:** Easterling, Deborah  
**Sent:** Monday, May 20, 2019 1:01 PM  
**To:**  
**Cc:** Brad Kirby; Chad Campbell; Sarah Johnson; Skye Dunbar; T Anderson; Willie Morgan  
**Subject:** Complaint Form (Letter of Protest/Comments) filed With the Public Service Commission of South Carolina  
**Attachments:** Russ.pdf

**Tracking:****Recipient****Delivery**

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Dear Ms. Russ,

This is to acknowledge receipt of your complaint filed with the Public Service Commission of South Carolina. You complaint will be processed as a Letter of Protest/Comments and will be placed in the Protest File of the Docket listed below and on the Commission's Website at [www.psc.sc.gov](http://www.psc.sc.gov).

- Docket No. 2019-89-E - Application of Duke Energy Carolinas, LLC for Approval of Rider 11, Demand-Side Management and Energy Efficiency for 2020

A Protestant is an individual objecting on the ground of private or public interest to the approval of an Application, Petition, Motion or other matters which the Commission may have under consideration. A Protestant may offer sworn testimony but cannot cross-examine witnesses offered by other parties.

According to the Commission's Rules of Practice and Procedure, filing a Protest does not make you a Party of Record. A Protestant desiring to become an Intervenor (i.e., a Party of Record) in a proceeding before the Commission may file a Petition for Intervention within the time prescribed by the Commission.

You can follow this Docket and other daily filings made at the Commission by subscribing to the Commission's Email Subscriptions at this link: <https://dms.psc.sc.gov/Web/Email>; or you can follow the individual Docket at the links listed below:

Docket No. 2019-89-E - Application of Duke Energy Carolinas, LLC for Approval of Rider 11, Demand-Side Management and Energy Efficiency for 2020

If we may be of further assistance to you, please do not hesitate to contact us.

Sincerely,

Deborah Easterling

Executive Assistant  
Public Service Commission of South Carolina  
803-896-5133  
Sign up for Meeting Agenda Alerts: Text PSCAGENDAS to 39492

Complete Form, Print, Sign and Mail to:  
Public Service Commission of South Carolina  
101 Executive Center Dr., Suite 100  
Columbia, SC 29210



2019-89-E

Phone: 803-896-5100

Fax: 803-896-5199

www.psc.sc.gov

Text PSCAGENDAS to 39492

To receive an alert when Meeting Agendas are released

## Individual Complaint Form

Date\*: 4-13-19

Complainant or Legal Representative Information: \* Required Fields

RECEIVED

Name \* Sandi Russ

MAY 20 2019

Firm (if applicable) NA

Mailing Address \*

PSC SC  
MAIL / DMS

City, State Zip \* Piedmont SC 29673

Phone \*

E-mail

Name of Utility Involved in Complaint: \* Duke Energy

Type of Complaint (check appropriate box below.) \*

- |  |  |  |   |
|--|--|--|---|
| <input type="checkbox"/> Billing Error/Adjustments   | <input type="checkbox"/> Deposits and Credit Establishment | <input type="checkbox"/> Wrong Rate    | <input type="checkbox"/> Refusal to Connect Service |
| <input type="checkbox"/> Disconnection of Service  | <input type="checkbox"/> Payment Arrangements              | <input type="checkbox"/> Water Quality | <input type="checkbox"/> Line Extension Issue       |
| <input type="checkbox"/> Service Issue   | <input type="checkbox"/> Meter Issue                       |  |   |
| <input checked="" type="checkbox"/> Other (be specific) proposed rate increases & rider 11, DSM and EE |  |  |   |

Have you contacted the Office of Regulatory Staff (ORS)? \* ☒ Yes ☐ No

Name of ORS Contact: left voice mail as they are closed

Concise Statement of Facts/Complaint: \* (This section must be completed. Attach additional information to this page if necessary.)

I read that public utilities are entitled to make a profit and therefore Duke (and the PSC seemingly) believes that they are entitled to recover costs from customers for their bad management so that they can make a profit & serve their stockholders. I am a stock holder. I do NOT expect a company to exploit their customers so that I can make a profit. Other companies who are NOT public utilities suffer losses and their stockholders suffer those losses as well. This should also apply to public utilities. It is my opinion that any losses should be recovered internally from those responsible for the loss and/or their top mgmt. salaries/etc.

Relief Requested: \* (This section must be completed. Attach additional information to this page if necessary.)

NO rate increase and NO recovery of costs on Rider 11 (which I don't understand totally as the accompaniment in my bill is confusing at best)

\*\*I GIVE THE PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA PERMISSION TO PUBLISH THIS COMPLAINT AND ITS CONTENTS ON THE COMMISSION'S WEBSITE (dms.psc.sc.gov), AND I UNDERSTAND SUCH INFORMATION MAY BE SUBJECT TO PUBLIC SCRUTINY OR FURTHER RELEASE. ☐ ☐

Complainant's Signature\* (MUST BE SIGNED, DO NOT PRINT)

STATE OF SOUTH CAROLINA )  
COUNTY OF Anderson )

### VERIFICATION

I, Sandi Russ  
Complainant's Name \*

verify that I have read my complaint filed on

4-13-19  
Date \*

Internal Use Only

Processed By	Date
H.E.	

and know the contents thereof, and that said contents are true.

Complainant's Signature \* (MUST BE SIGNED, DO NOT PRINT)